

**STATE OF SOUTH DAKOTA  
OFFICE OF PROCUREMENT MANAGEMENT  
523 EAST CAPITOL AVENUE  
PIERRE, SOUTH DAKOTA 57501-3182**

**VALIDATED PROVIDER DATABASE**  
**PROPOSALS ARE DUE NO LATER THAN 2/11/13 at 5:00 P.M. CST**

RFP #: 2044

BUYER: Division of Medical  
Services

POC: Mark Close  
EMAIL:  
Mark.Close@state.sd.  
us

**READ CAREFULLY**

FIRM NAME: \_\_\_\_\_ AUTHORIZED SIGNATURE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ TYPE OR PRINT NAME: \_\_\_\_\_

CITY/STATE: \_\_\_\_\_ TELEPHONE NO: \_\_\_\_\_

ZIP (9 DIGIT): \_\_\_\_\_ FAX NO: \_\_\_\_\_

FEDERAL TAX ID#: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

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**PRIMARY CONTACT INFORMATION**

CONTACT NAME: \_\_\_\_\_ TELEPHONE NO: \_\_\_\_\_

FAX NO: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

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## **1.0 GENERAL INFORMATION**

### **1.1 PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

The South Dakota Department of Social Services (DSS), Division of Medical Services is the state agency responsible for the administration of the South Dakota Medicaid program, a medical assistance program established by Title XIX of the Social Security Act of 1965.

42 CFR Parts 424 and 455 establish new procedures regarding Medicaid Provider Enrollment that are designed to improve program integrity and prevent fraud, waste and abuse. Among the requirements is the need to enroll all ordering or referring providers, including prescribers. The Centers for Medicare & Medicaid Services (CMS) allows states to implement a streamlined enrollment approach for providers whose only relationship with the Medicaid program is ordering or referring services, which includes prescribers. Providers enrolled through the streamlined process are not included in enrollment lists and are not publically accessible from a state's website.

DSS is requesting proposals for one or more Contractors to provide access to a national validated provider database to serve as our streamlined enrollment process for prescribers to ensure that those prescribers have been determined to be eligible to prescribe under all applicable state and federal requirements.

### **1.2 ISSUING OFFICE AND RFP REFERENCE NUMBER**

The South Dakota Department of Social Services, Division of Medical Services is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, South Dakota Department of Social Services, Division of Medical Services. The reference number for the transaction is RFP #2044. Refer to this number on all proposals, correspondence, and documentation relating to the RFP.

### **1.3 LETTER OF INTENT**

All interested offerors must submit a **Letter of Intent** to respond to this RFP.

The Letter of Intent may be submitted to Mark Close via email at Mark.Close@state.sd.us. Please place the following in the subject line of your email: **"Letter of Intent for RFP 2044"**.

### **1.4 SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)**

RFP Publication	<u>1/02/2013</u>
Letter of Intent to Respond Due	<u>1/18/2013</u>
Deadline for Submission of Written Inquiries	<u>1/18/2013</u>
Responses to Offeror Questions	<u>1/30/2013</u>
Proposal Submission	<u>2/11/2013</u>
Proposal Revisions (if required)	<u>Will be identified if needed</u>
Anticipated Award Decision/Contract Negotiation	<u>2/27/2013</u>

### **1.5 SUBMITTING YOUR PROPOSAL**

All proposals must be completed and received in the Division of Medical Services by the date and time indicated in the Schedule of Activities.

Proposals received after the deadline will be late and ineligible for consideration.

An original and four identical copies of the proposal shall be submitted.

**The cost proposal must be in a separate sealed envelope and labeled “Cost Proposal”.**

All proposals must be signed in ink by an officer of the responder legally authorized to bind the responder to the proposal, and sealed in the form intended by the respondent. Proposals that are not properly signed may be rejected. The sealed envelope must be marked with the appropriate RFP Number and Title. The words “Sealed Proposal Enclosed” must be prominently denoted on the outside of the shipping container. **Proposals must be addressed and labeled as follows:**

**REQUEST FOR PROPOSAL #2044 PROPOSAL DUE 2/11/2013  
SOUTH DAKOTA DEPARTMENT OF SOCIAL SERVICES  
ATTENTION: MARK CLOSE  
700 GOVERNORS DRIVE  
PIERRE, SD 57501-2291**

All capital letters and no punctuation are used in the address. The above address as displayed should be the only information in the address field.

No proposal may be accepted from, or any contract or purchase order awarded to any person, firm or corporation that is in arrears upon any obligations to the State of South Dakota, or that otherwise may be deemed irresponsible or unreliable by the State of South Dakota.

**1.6 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS**

By signing and submitting this proposal, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the use of Federal funds. Where the offeror is unable to certify to any of the statements in this certification, the bidder shall attach an explanation to their offer.

**1.7 NON-DISCRIMINATION STATEMENT**

The State of South Dakota requires that all contractors, vendors, and suppliers doing business with any State agency, department, or institution, provide a statement of non-discrimination. By signing and submitting their proposal, the offeror certifies they do not discriminate in their employment practices with regard to race, color, creed, religion, age, sex, ancestry, national origin or disability.

**1.8 MODIFICATION OR WITHDRAWAL OF PROPOSALS**

Proposals may be modified or withdrawn by the offeror prior to the established due date and time.

No oral, telephonic, telegraphic or facsimile responses or modifications to informal, formal bids, or Request for Proposals will be considered.

**1.9 OFFEROR INQUIRIES**

Offerors may email inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after the date and time indicated in the Schedule of Activities. Email inquiries must be sent to Mark Close at Mark.Close@state.sd.us with the subject line “RFP #2044”.

The South Dakota Department of Social Services, Division of Medical Services will respond to offeror's inquiries via email sent from the Point of Contact listed on the coversheet of this RFP, responses will also be posted on the DSS website at <http://dss.sd.gov/rfp/index.asp>. Offerors may not rely on any other statements, either of a written or oral nature, that alter any specification or other term or condition of this RFP. Offerors will be notified in the same manner as indicated above regarding any modifications to this RFP.

#### **1.10 PROPRIETARY INFORMATION**

The proposal of the successful offeror(s) becomes public information. Proprietary information can be protected under limited circumstances such as client lists and non-public financial statements. Pricing and service elements are not considered proprietary. An entire proposal may not be marked as proprietary. Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected. The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be reviewed and evaluated by any person at the discretion of the State. All materials submitted become the property of the State of South Dakota and may be returned only at the State's option.

#### **1.11 LENGTH OF CONTRACT**

The contract start date will be mutually agreed upon by both parties with a proposed contract start date of March 1, 2013. The contract period will run through May 31, 2014 with the option to renew for two (2) additional years, in one (1) year increments at the discretion of the State.

#### **1.12 GOVERNING LAW**

Venue for any and all legal action regarding or arising out of the transaction covered herein shall be solely in the State of South Dakota. The laws of South Dakota shall govern this transaction.

#### **1.13 DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION/NEGOTIATIONS)**

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror's expense.

This process is a Request for Proposal/Competitive Negotiation process. Each Proposal shall be evaluated, and each respondent shall be available for negotiation meetings at the State's request. The State reserves the right to negotiate on any and/or all components of every proposal submitted. From the time the proposals are submitted until the formal award of a contract, each proposal is considered a working document and as such, will be kept confidential. The negotiation discussions will also be held as confidential until such time as the award is completed.

### **2.0 STANDARD AGREEMENT TERMS AND CONDITIONS**

Any contract or agreement resulting from this RFP will include the State's standard terms and conditions as seen in Attachment A.

### **3.0 SCOPE OF WORK**

#### **3.1 Validated Provider File**

Successful offeror shall provide a weekly full national validated provider in a file layout format as determined by DSS. Providers must be validated for inclusion on the file per CMS requirements for provider screening.

The offeror's response should indicate what screening requirements can be met, the sources of information used, the frequency in which data is updated. Validation items include things such as:

- 3.1.1 Confirming NPI on the National Plan & Provider Enumeration System (NPPEs).
- 3.1.2 Verifying provider has valid license(s) and/or DEA#.
- 3.1.3 Verifying provider is not deceased according to the Social Security Administration Death Master File
- 3.1.4 Checking the List of Excluded Individuals/Entities (LEIE) to determine the exclusion status.
- 3.1.5 Checking the Excluded Parties List System (EPLS) to determine the exclusion status.
- 3.1.6 Validating servicing addresses and phone numbers for the provider.

### 3.2 Customer Support

Successful offeror shall provide assistance for purposes of provider validation customer support. The successful offeror's proposal should indicate the types of customer service support that can be offered and provide samples of tools as appropriate. Customer support includes items such as:

- 3.2.1 Web based viewing or user interface for DSS staff to use in their daily activities (e.g. confirming reasons for claim denials, provider enrollment activities)
- 3.2.2 Mechanism for assisting DSS or providers if a provider is not in the database or is determined to be ineligible for providing Medicaid services.

## 4.0 **PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS**

- 4.1 The offeror is cautioned that it is the offeror's sole responsibility to submit information related to the evaluation categories and that the State of South Dakota is under no obligation to solicit such information if it is not included with the proposal. The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal.
- 4.2 **Offeror's Contacts:** Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any state employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.
- 4.3 The offeror **MUST** submit a copy of their most recent independently audited financial statements.
- 4.4 Provide the following information related to at least three previous and current service/contracts performed by the offeror's organization which are similar to the requirements of this RFP. Provide this information for any service/contract that has been terminated, expired or not renewed in the past three years:

- a. Name, address and telephone number of client/contracting agency and a representative of that agency who may be contacted for verification of all information submitted;
  - b. Dates of the service/contract; and
  - c. A brief, written description of the specific prior services performed and requirements thereof.
- 4.5** State standard hardware and software should be utilized unless there is a reason not to. If an offeror's proposal recommends using non-standard hardware and software, the proposal must clearly indicate what non-standard hardware or software is being proposed, why it is necessary to complete the project requirements, and include the costs of such non-standard hardware or software in Section 7.0.
- 4.6** If an offeror's proposal is not accepted by the State, the proposal will not be reviewed/evaluated.

## **5.0 PROPOSAL RESPONSE FORMAT**

**5.1** An original and four copies shall be submitted.

- 5.1.1** In addition, the offeror should provide one (1) copy of their entire proposal, including all attachments, in PDF electronic format. Offerors may not send the electronically formatted copy of their proposal via email.
- 5.1.2** The proposal should be page numbered and should have an index and/or a table of contents referencing the appropriate page number.

**5.2** All proposals must be organized and tabbed with labels for the following headings:

- 5.2.1 RFP Form.** The State's Request for Proposal form completed and signed.
- 5.2.2 Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.
- 5.2.3 Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
  - 5.2.3.1** A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations.
  - 5.2.3.2** A specific point-by-point response, in the order listed, to each requirement in the RFP. The response should identify each requirement being addressed as enumerated in the RFP.
  - 5.2.3.3** A clear description of any options or alternatives proposed.
  - 5.2.3.4** If as part of this project, the offeror plans to set-up or configure the software and/or hardware and plans to do this outside of South Dakota, even in part, then they need to provide a complete and detailed project plan on how the Vendor plans to migrating to the State's site.

- 5.2.4 Cost Proposal.** Cost will be evaluated independently from the technical proposal. Offerors may submit multiple cost proposals. All costs related to the provision of the required services must be included in each cost proposal offered.

The cost proposal must be submitted in a separate sealed envelope labeled "Cost Proposal" as outlined in section 1.5 of this RFP.

See section 7.0 for more information related to the cost proposal.

## **6.0 PROPOSAL EVALUATION AND AWARD PROCESS**

- 6.1** After determining that a proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use subjective judgment in conducting a comparative assessment of the proposal by considering each of the following criteria:
- 6.1.1** Specialized expertise, capabilities, and technical competence as demonstrated by the proposed approach and methodology to meet the project requirements;
  - 6.1.2** Cost of proposed solution
  - 6.1.3** Resources available to perform the work, including any specialized services, within the specified time limits for the project;
  - 6.1.4** Record of past performance, including price and cost data from previous projects, quality of work, ability to meet schedules, cost control, and contract administration;
  - 6.1.5** Availability to the project locale;
  - 6.1.6** Familiarity with the project locale;
  - 6.1.7** Proposed project management techniques; and
  - 6.1.8** Ability and proven history in handling special project constraints.
- 6.2** Experience and reliability of the offeror's organization are considered subjectively in the evaluation process. Therefore, the offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.
- 6.3** The qualifications of the personnel proposed by the offeror to perform the requirements of this RFP, whether from the offeror's organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.
- 6.4** The State reserves the right to reject any or all proposals, waive technicalities, and make award(s) as deemed to be in the best interest of the State of South Dakota.
- 6.5 Award:** The requesting agency and the highest ranked offeror shall mutually discuss and refine the scope of services for the project and shall negotiate terms, including compensation and performance schedule.
- 6.5.1** If the agency and the highest ranked offeror are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to the agency, the agency shall, either orally or in writing, terminate negotiations with the contractor. The agency may then negotiate with the next highest ranked contractor.

- 6.5.2** The negotiation process may continue through successive offerors, according to agency ranking, until an agreement is reached or the agency terminates the contracting process.

## **7.0 COST PROPOSAL**

Offeror shall clearly indicate the cost of a full validated provider file for Section 3.1 on a weekly file or per contract period basis. Offeror shall provide a separate cost for the customer support services of Section 3.2.